

**DOCKET NO. 11157SSUS04C (NORT10-00349)**  
**Customer No. 33000**

**PATENT**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of : K. Scott Ramey, et al  
Serial No. : 10/662,603  
Filed : September 15, 2003  
For : METHOD, APPARATUS, AND ARTICLE OF MANUFACTURE  
FOR WEB-BASED CONTROL OF A CALL SERVER  
Group No. : 2194  
Examiner : Charles E. Anya  
Confirmation No. : 2370

**MAIL STOP AMENDMENT**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**AMENDMENT AND RESPONSE TO OFFICE ACTION**

This Amendment is filed in response to the Office Action mailed May 29, 2009. Applicant respectfully requests a two (2) month extension of time for filing a response to the Office Action. The response period is presently set to expire on August 29, 2009, and if this Request for Extension of Time is granted, the new response date will be October 29, 2009.

In response to the Office Action having a mailing date of May 29, 2009, please amend the above-identified application as follows: